MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2015/2016

PGD0015 – GROUP DYNAMICS

(All sections / Groups)

6 OCTOBER 2015
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **14 pages**.
2. Answer **ALL** questions.
3. Shade your answers on the OMR sheet.

MULTIPLE CHOICE QUESTIONS [100 MARKS]

Instructions: Answer **ALL** questions. Shade your answers on the **OMR** sheet.

1. A group is defined as _____.
   A. a number of individuals who sit side by side at a venue
   B. a number of people who join together but have different goals
   C. a number of individuals who join together to achieve similar goals
   D. a number of people who join together and pursuing independent goals

2. Among the guidelines for creating effective groups is to _____.
   A. give one member the power to make the group work
   B. designate the leader so everyone knows who to follow
   C. match decision making procedures with the needs of the situation
   D. ensure that conflicts are avoided so that the group can make adequate progress

3. Conflict is most probably to happen during the stage of _____.
   A. forming
   B. norming
   C. storming
   D. performing

4. According to Tuckman (1965), which of the following refers to the sequential stage of group development?
   A. Forming, storming, norming, performing, adjourning
   B. Norming, storming, forming, performing, adjourning
   C. Storming, forming, norming, performing, adjourning
   D. Storming, norming, forming, performing, adjourning

5. The following are the main concerns of group dynamic **EXCEPT** that it focuses on the _____.
   A. final outcome of group work
   B. nature of groups and development of group
   C. advances on knowledge about the nature of group life
   D. interrelations of group members, other groups, and larger entities

6. What a dean expects from a lecturer can be contradict what students expect from a lecturer. This may lead to a _____ in the lecturer.
   A. role conflict
   B. norm conflict
   C. status conflict
   D. identity conflict

7. Group norm is created to _____.
   A. strengthen a leader's authority
   B. ensure the productivity of the group
   C. maintain members' behavioural consistency
   D. make group members more liberal in their political views

Continued ...

8. Courtesy, mutual respect and politeness are some examples of a group _____.
   A. role
   B. norm
   C. status
   D. group structure

9. President, prime minister, vice chancellor, general manager, secretary are example of _____
   A. roles
   B. norms
   C. promotions
   D. appointments

10. The members in a(n) _____ is more efficient if they work alone rather than working in group setting.
   A. pseudogroup
   B. effective group
   C. traditional work group
   D. high performance group

11. A group whose members are assigned tasks to work on together but are held accountable individually is referred to a _____.
   A. pseudogroup
   B. effective group
   C. traditional work group
   D. high performance group

12. The most important thing in experiential learning is to _____ experience.
   A. discuss
   B. reflect on
   C. read about
   D. have several

13. Procedural learning is different from book learning in a way that _____.
   A. procedural learning relies more heavily on feedback
   B. procedural learning emphasizes readily usable insights more
   C. procedural learning is more acceptable in traditional school setting
   D. procedural learning is based on acquiring larger chunks of information

14. Group members need to observe the overall group process and members' actions to _____.
   A. improve the group functioning
   B. practice their skills in observing
   C. give the observer power over the group
   D. criticize the skills of individual group members

Continued ...

15. A competent group member is able to concentrate on both the _____.
    A. content and the flow of group work
    B. feedback given and the principles of experiential learning
    C. way the group works and the roles group members take on
    D. principle of experiential learning and the content of group work

16. Action theory can be defined as a theory _____.
    A. about action heroes and games
    B. used in research for group dynamics
    C. about actions needed to achieve something
    D. that can be used to predict what action someone will take

17. Experiential learning is more effective if we _____.
    A. accumulate a lot of experience
    B. integrate experience with theory
    C. avoid discussing our experience with strangers
    D. formulate the correct action theory right from the beginning

18. Experiential learning emphasizes on _____.
    A. stimulus learning
    B. changing of attitude over time
    C. continuous refinement of the process
    D. interaction between facilitator and participant

19. In learning group skills, it is important to _____.
    A. read about the skill
    B. practice the skill in private
    C. practice the skill and get feedback
    D. watch someone else perform the skill

20. A structured observation can answer the question "_____"
    A. How come the group is not effective?
    B. How often can certain events happen?
    C. How can group members improve group processing?
    D. How should the coordinator conduct the introduction?

21. The basis of effective feedback is _____.
    A. role playing
    B. skill training
    C. accurate observation
    D. valid learning outcomes

22. All the following normally happen to a leaner after experiential learning **EXCEPT** _____.
    A. modification of attitudes
    B. change of cognitive structures
    C. adjustment of affective structures
    D. expansion of behavioural repertoire

Continued ...

23. To ensure an effective communication, the sender needs to _____.
    A. send the same message only once
    B. provide feedback on the clarity of the message
    C. evaluate the other person's behavior accurately
    D. make the verbal and nonverbal messages congruent

24. A _____ refers to the mean of sending a message to another person.
    A. noise
    B. sender
    C. channel
    D. feedback

25. Nora and Siti are talking about a TV show over dinner at Nora's apartment. Nora tells Siti that she really likes the TV show. However, Siti does not have any interest on that TV show at all and shows an annoying face to Nora. The "noise" in this case is present in the _____.
    A. sender
    B. receiver
    C. message
    D. transmission

26. Ahmad admires Sara but he is shy and embarrassed. He often calls Sara but say nothing on the phone and this makes Sara upset. Which of the basic element of communication is inappropriate in this situation?
    A. Noise
    B. Channel
    C. Encoding
    D. Decoding

27. Lana is unsatisfied with her group leader's decision. Instead of discussing it with her group leader, she ended up coming late for group work. Which of the basic elements of communication was not appropriate in this situation?
    A. Noise
    B. Channel
    C. Encoding
    D. Decoding

28. Communication between competing groups tends to be _____.
    A. powerful
    B. defensive
    C. constructive
    D. a mutual problem

29. As the message gets passed on through several people, certain parts of the message get more dominant, but other parts will be left out. This situation is called _____.
    A. leveling
    B. sharpening
    C. assimilation
    D. integrations

Continued ...

30. During a seminar on health and environment, Ali, a farmer, is only interested on topic that was related to his background and interest such as flowers and vegetables. Ali's attitude shows a(n) _____.
    A. leveling
    B. sharpening
    C. assimilation
    D. integrations

31. _____ is the process where the amount of information contained in the message gets reduced, and the message itself gets shorter as the message gets passed on through several people.
    A. Leveling
    B. Sharpening
    C. Integrations
    D. Assimilation

32. The credibility of the sender shows the trustworthiness of _____.
    A. the sender's objective
    B. the sender perceived by the receiver
    C. the sender perceived by most people
    D. the sender perceived by himself/herself

33. In one-way communications, a gatekeeper is the person who _____.
    A. apply the processes of levelling
    B. negotiate for meaning with higher authority
    C. promote mutual influence among group members
    D. interpret the message to all members in the group

34. In one-way communications, _____.
    A. the senders are passive
    B. the receivers are passive
    C. the dialogue is satisfactory for the receivers
    D. the sender is more frustrated than the receivers

35. When analysing group communication, there are three levels of interactions to be taken into consideration **EXCEPT** _____.
    A. depth of the discussion
    B. who communicates to whom
    C. patterns of prompting communication acts
    D. the relative frequency and span of communication acts

36. In communication, negotiating for the meaning of the message means that the _____.
    A. receiver tries to persuade the sender to communicate more clearly
    B. receiver and sender keep paraphrasing the message till they agree on its meaning
    C. sender and the receiver argue about the meaning of the words used in the message
    D. sender paraphrases the message in at least three ways to make sure the receiver understands it accurately

Continued ...

37. Which one of the following communication network will boost the morale of a group to a higher level?
    A. Open
    B. Chain
    C. Formal
    D. Y-shaped

38. Which one of the following communication network is most appropriate when a group has to solve a complex problem?
    A. Open
    B. Chain
    C. Formal
    D. Y-shaped

39. The skills needed as an effective receiver include _____.
    A. negotiating for meaning, perception checking and practice
    B. paraphrasing, negotiating for meaning and perception checking
    C. paraphrasing, taking the receiver's perspective in interpreting the message and redundancy
    D. negotiating for meaning, practice, taking the receiver's perspective in interpreting the message

40. We can say that a communication is effective when the receiver _____.
    A. has good listening skills
    B. agrees with the sender's opinion
    C. is willing to follow the sender's request
    D. interprets the message the same way the sender meant it

41. According to Bales' (1953) Equilibrium Theory and Interaction-Process Analysis, problem solving task must be balanced with _____.
    A. internal systems
    B. external systems
    C. promotive functions
    D. socio-emotional activity

42. According to Homans' (1950) theory, what do external systems deal with?
    A. Group development
    B. Activities to achieve goals
    C. Logical and critical thinking
    D. Relationship among group members

43. According to Gouran and Hirokawa (1996), counteractive function of communication is related to _____.
    A. obstructing the group function
    B. withdrawing the leader's authority
    C. preventing the group from making mistakes
    D. ensuring the participation of all group members

Continued ...

44. The function of the "feedback" in one-way communication with feedback is to _____.
    A. make the communication appear more democratic and inclusive
    B. provide the receivers with an opportunity to influence decision making
    C. inform the sender about how well the receivers understood the message
    D. provide the sender information about what the receivers think of the message

45. The effectiveness of problem solving communication is determined by all of the following **EXCEPT** _____.
    A. the group norms
    B. members' task behaviour
    C. the pattern of communication
    D. members' sending and receiving skills

46. Which of the following individual is the most effective leader?
    A. Maryam who follows the advice of the experts
    B. Niza who shows that she is responsible and makes decisions accordingly
    C. Linda who allows important decisions to be made by the democratic processes
    D. Ella who shows concern for group members while defining roles and expectations

47. Which of the following individual is most probably a charismatic leader?
    A. Suhaini who has little ideological commitment
    B. Fauziana who reacts based on the current events
    C. Ruzi who pays attention to outstanding group members
    D. Wahida who inspires confidence in her group members

48. A leader who focuses more on group goal _____ while a leader who concentrates more on relationship _____.
    A. facilitates members' participation; directs members' tasks
    B. directs members' tasks; summarize the information gathered
    C. encourages members to participate; helps member relieve tension
    D. summarizes the information gathered; facilitates members' participation

49. The role position approach to leadership claims that a leader is someone who _____.
    A. is born to be a leader
    B. influences the group members
    C. is given a position of authority
    D. recruits group structure with well-defined roles for all group members

50. Ramlah told his group members, "Instead of me being the leader all the time, any of you can take over my position if you can help the group."
    Based on the statement above, which theory/approach is Ramlah applying?
    A. Role position approach to leadership
    B. Distributed-actions theory of leadership
    C. Fiedler's situational theory of leadership
    D. Interaction-process theory by Bales and Burke

Continued ...

51. Which of the following agrees with the trait theory of leadership?
    A. Leadership is determined by social forces.
    B. Leaders are born with the charisma needed for the job.
    C. Leadership is a relationship between leaders and followers.
    D. Leaders are an integral part of an education and a social system.

52. Leaders who apply distributed-actions theory of leadership divide responsibility among group members to _____.
    A. employ the expertise of all the members
    B. avoid relationship problems among the members
    C. ensure group members are committed to the group
    D. encourage competition for dominance among the members

53. To increase group productivity, an organizational leader needs to do all of the following **EXCEPT** _____.
    A. manage the status quo
    B. recognize and celebrate accomplishment
    C. exemplify the values the leader believes in
    D. have a dream of the future organization, and share it with group members

54. _____ leaders do not participate in decision making.
    A. Autocratic
    B. Democrartic
    C. Laissez-faire
    D. Transactional

55. "Group members focusing on task behaviours will create some tension among group members that are less committed to the task." This is referring to _____.
    A. role position approach to leadership
    B. distributed-actions theory of leadership
    C. Fiedler's situational theory of leadership
    D. interaction-process theory by Bales and Burke

56. According to Bales, leaders with task-leadership role will mostly _____.
    A. withdraw when conflict arises
    B. give suggestions and directions
    C. alleviate frustration and show solidarity
    D. synchronize task and relationship functions

57. According to Fiedler, maintenance-oriented leaders are effective if _____.
    A. the task is unclear, the leader has high authority and power, and is on poor terms with group members
    B. the task is moderately clear, the leader has high authority and power, and the leader is on poor with group members
    C. the task is clearly structured, the leader has high authority and power and is on very good terms with the group members
    D. the task is moderately clear, the leader has moderate authority and power, and the relationship between the leader and the group members is moderately good

Continued ...

58. Shira believes that her team members are weak and gullible. Hence, she often manipulates her members for her own good. Shira is a _____ leader.
    A. dominance
    B. charismatic
    C. masculinity
    D. machiavellian

59. Organizational leaders normally win members' heart as they _____.
    A. encourage speeches among the members
    B. celebrate individual and joint accomplishments
    C. allow others to know how good the organization is
    D. ignore members who do not perform up to standard

60. Group productivity can be promoted if the leader _____.
    A. manage the group autocratically
    B. define each member's role and responsibility clearly
    C. emphasize on group cohesiveness with an interaction-oriented leadership style
    D. apply a person-oriented leadership style where consensus in decision making is actively encouraged

61. Which of the following is **NOT** one of the key situational conditions in Fiedler's situational theory of leadership?
    A. Task clarity
    B. Leader power
    C. Task distribution
    D. Leader-member relations

62. _____ theory of leadership claims that "Leaders are born, not made".
    A. Trait
    B. Charisma
    C. Influence
    D. Machiavelian

63. Based on Hersey and Blanchard's theory of situational leadership, one-way communication occurs at the stage of _____.
    A. telling
    B. selling
    C. delegating
    D. participating

64. Group members with a _____ leader gain more satisfaction in their group work.
    A. autocratic
    B. democratic
    C. laissez-faire
    D. Machiavellian

Continued ...

65. In the study of traits leadership, we can predict a leader's success by his/ her _____.
A. IQ score
B. EQ score
C. organizational skills
D. prior success in leadership roles

66. According to Bales, the three stages that a problem-solving group goes through are _____.
A. evaluation, control, solution
B. evaluation, solution, control
C. orientation, control, evaluation
D. orientation, evaluation, control

67. Organizational leaders need to create a mutual vision with the team members because _____.
A. it is impossible to lead without a vision
B. it enables them to control the work of the members
C. members like to know that they have a good leader
D. members will not become followers until they accept the vision

68. When you are hungry and you buy yourself some food, the food is your _____.
A. want
B. need
C. interest
D. achievement

69. Afsaneh has just been promoted as a manager and she is thinking of buying a new car to suit her new job title. For her, the new car represents a(n) _____.
A. want
B. need
C. interest
D. achievement

70. Syazana divides the tasks for group assignment and makes sure that her group members follow her decision regardless of their feedback. She is using _____ conflict management strategy.
A. forcing
B. smoothing
C. withdrawing
D. compromising

71. Selvi would use _____ conflict management strategy to resolve a conflict as she is more concerned about group goals than members' relationship.
A. forcing
B. smoothing
C. withdrawing
D. compromising

Continued ...

72. Cynthia really wanted the branded handbag. Her boyfriend thought that it is too expensive but he bought it for her anyway. Cynthia's boyfriend is using _____ conflict management strategy.
A. forcing
B. smoothing
C. withdrawing
D. compromising

73. A salesman introduced Lily a health product. Lily had decided not to buy it, so she walked away. Lily is using _____ conflict management strategy.
A. smoothing
B. withdrawing
C. compromising
D. problem-solving negotiations

74. Amelia is showing her anger by spreading false rumours about her roommate. Amelia's behaviour is actually an action of _____ aggression.
A. direct
B. indirect
C. emotional
D. instrumental

75. In negotiation, when you feel that you should return the same benefit or harm to the other party, you are feeling the _____.
A. norm of equity
B. dilemma of trust
C. norm of reciprocity
D. dilemma of honesty

76. When both the goal and relationship are important, a person should consider using _____ conflict management strategy.
A. forcing
B. smoothing
C. withdrawing
D. problem-solving negotiations

77. It is important to _____ before we decide the way to solve a conflict.
A. try problem-solving negotiation first
B. withdraw until we have decided what strategy to use
C. weigh who will win and lose if a settlement is reached
D. weigh short term gains against potential long term losses

78. David complains to his roommate, Gilbert, that he does not have enough space to keep his music instruments. Gilbert then let David to keep the guitar by his bedside. This is the result of a(n) _____ negotiation.
A. simple
B. integrative
C. entry state
D. distributive

Continued ...

79. When we try to _____, we are conducting in a distributive negotiation.
    A. minimize outcomes for both us and the other party
    B. maximize outcomes for both us and the other party
    C. minimize our outcomes while maximizing the other party's
    D. maximize our outcomes while minimizing the other party's

80. We must be able to _____ in order to reach a wise agreement.
    A. give in now but get what we want later
    B. give in to the other party to make them happy
    C. call in a mediator to check and agree to our agreement
    D. see the conflict from both our and the other party's perspective

81. Conflicts are constructive to the extent that they _____.
    I. motivate to learn more
    II. strengthen relationships
    III. allow the stronger party to win
    IV. result in everyone's best interest

    A. I and III
    B. II and III
    C. I, II and III
    D. I, II and IV

82. It is important to _____ in integrative negotiation.
    A. come to a quick understanding
    B. understand the other's perspective
    C. persuade the other person to agree to you
    D. know and use the weaknesses of the other person

83. To invent creative options, we shall _____.
    A. make decisions quickly
    B. think of as many options as possible
    C. quickly discard complicated options
    D. stick to the things you know will work

84. When both negotiators are worried about believing in each other, they are experiencing a _____.
    A. norm of equity
    B. dilemma of trust
    C. norm of reciprocity
    D. dilemma of honesty

85. The following are all helpful in integrative negotiating **EXCEPT** _____.
    A. describing your feelings
    B. explaining what you want
    C. being aggressive in stating your wants
    D. listening to and paraphrasing what the other person wants

Continued ...

86. When both parties explain what you want in a negotiation, it is most important to _____.
A. give a better reason than the other party
B. allow the other party to win some of the time
C. reaffirm how sad you will be if you do not get what you want
D. listen carefully and decide if the other party's reasons are valid

87. According to social identity theory, group members' _____.
A. agree to each other all the time
B. use their groups to get benefits
C. show that they have fun in their group
D. see their group as better than other groups

88. A mediator is a _____.
A. negotiator who has more expertise than the person you negotiate with
B. neutral third party who makes a decision on how to resolve a conflict
C. an expert in conflict resolution who judges who did wrong and who did right
D. neutral third party who assists people in negotiating a constructive resolution to their conflict

89. Which of the following is **NOT** helpful in distributive negotiation?
A. Compromising slowly
B. Negotiating until agreement is reached
C. Using threats, promises and arguments
D. Making an extremely low opening offer

90. Which of the following causes prejudice?
A. Social norms favouring acceptance
B. Cooperative action with mutual goals
C. Unequal status of members in the two groups
D. Personal interactions among diverse members

91. _____ happens when you perform even better while others are watching you.
A. Deindividuation
B. Social facilitation
C. Social impairment
D. Minority influence

92. The main difference between social facilitation and social loafing is the _____.
A. group polarization
B. evaluation concern
C. cognitive dissonance
D. informational influence

93. The tendency of using less effort in a group work than if working alone is _____.
A. social loafing
B. social inhibition
C. social facilitation
D. social impairment

Continued ...

94. Sophy has a better solution for the problem but she still agrees to Ahmad's decision simply because majority of the group members agree with him. This is called _____.
   A. groupthink
   B. social loafing
   C. deindividuation
   D. social impairment

95. Vince who is usually polite and obedient was involved in vandalism and he behaved aggressively during the rally. This is called _____.
   A. groupthink
   B. social loafing
   C. deindividuation
   D. social impairment

96. Yuki, Savan, Muthu and Besher are a team. Yuki distributes everyone's tasks. Savan follows whatever Yuki says. Muthu does not like his task but still he does his part. Besher agrees with Yuki but does not put in any effort. Who is the free rider?
   A. Yuki
   B. Savan
   C. Muthu
   D. Besher

97. We can reduce social loafing by _____.
   A. increasing distraction
   B. decreasing distraction
   C. giving less evaluation
   D. giving more evaluation

98. If five people say that a colour is orange when it actually is not, what is the sixth person likely to do?
   A. Show signs of reactance
   B. Say that the group is wrong
   C. Identify the colour correctly
   D. Say that the colour is orange

99. Groupthink includes all the following symptoms **EXCEPT** _____.
   A. close-minded
   B. diversity of group opinion
   C. increased conformity pressure
   D. an overestimation of one's ingroup

100. It is least likely that social loafing would occur in a _____.
   A. work crew building a new railway
   B. club trying to raise money by holding a car wash
   C. relay race where each member's performance is timed
   D. community garden where each family is expected to contribute their time

End of Paper